

EFFECTIVE: 1 December 1993

REVISED: 1 July 2005
1 December 2008
1 January 2010
20 June 2011
17 December 2013
25 August 2022

SUBJECT: Community Service Calls - Assistance to Motorists, Door unlocks, Escorts

ISSUED BY: John Brockie

I. PURPOSE

Service to our community is an integral part of the mission of the Department. Community service calls may take many forms, the most common ones are requests for motorist assistance, locking/unlocking a campus door, and providing safety escorts. Calls for service of this nature provide our Department with an opportunity to reach out to the community and further build the relationship between our Department and the community.

II. MOTORIST ASSISTANCE

Motorists who request service beyond those offered, or when UPD personnel/equipment is not available should be informed of outside vendor assistance. Motorist should be informed of which vendors are available, as maintained by the dispatcher, and the approximate cost of service, if known. Contact with the selected vendor will be made by the dispatcher. Dispatchers will assist motorists requesting assistance from contracted roadside assistance organizations, such as the Automobile Club, by contacting the central dispatch for that organization and relaying the request for service.

Battery jumps

GO #